



July 25, 2014

To: Executive Board

Subject: **Coach Operator Audit Results**

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### **Recommendation**

Receive and file the results of the Coach Operator Audits conducted in May of 2014.

### **Analysis**

Coach operator performance audits were conducted during the period of May 26, 2014 through May 29, 2014 to monitor the performance of the on-street service delivery provided by Foothill Transit's operations contractors. The performance checks are conducted on a quarterly basis by Summit Security Services, a professional corporation that performs transit service audits. These performance checks evaluate fare collection, customer relations, and safety.

In order to ensure maximum coverage of Foothill Transit's operational area the audits are conducted at random. Auditors from Summit Security utilize Foothill Transit service as anonymous riders. When the auditor first boards, they challenge the driver by depositing the incorrect fare or by attempting to use an invalid transfer or pass. If the driver notices the incorrect fare or invalid pass and informs the auditor of the correct fare, the fare the auditor will then deposit the correct fare. If not, the occurrence is reported as a fare violation. Once onboard the bus, the auditor will then monitor the coach operator's performance in terms of customer relations and safety.

The chart below summarizes the results of the May 2014 audits for each operating facility.

**Table 1** shows the trend of the Coach Operator Audits for Foothill Transit's Arcadia facility.

**Table 2** shows the trend of the Coach Operator Audits for Foothill Transit's Pomona facility.

**Summary for First Transit - Arcadia**

Table 1	NOV 2013	AVERAGE VIOLATIONS PER TRIP	FEB 2014	AVERAGE VIOLATIONS PER TRIP	MAY 2014	AVERAGE VIOLATIONS PER TRIP
TOTAL AUDITS CONDUCTED	112	N/A	89	N/A	106	N/A
FARE VIOLATIONS	31	0.28	1	0.01	20	0.19
CUSTOMER RELATIONS VIOLATIONS	57	0.51	62	0.70	45	0.42
SAFETY VIOLATIONS	9	0.08	3	0.03	6	0.06
TOTAL VIOLATIONS	97	0.87	66	0.74	71	0.67



**Summary for First Transit - Pomona**

Table 2	NOV 2013	AVERAGE VIOLATIONS PER TRIP	FEB 2014	AVERAGE VIOLATIONS PER TRIP	MAY 2014	AVERAGE VIOLATIONS PER TRIP
<b>TOTAL AUDITS CONDUCTED</b>	76	N/A	78	N/A	89	N/A
<b>FARE VIOLATIONS</b>	15	0.20	2	0.03	10	0.11
<b>CUSTOMER RELATIONS VIOLATIONS</b>	75	0.99	64	0.82	71	0.80
<b>SAFETY VIOLATIONS</b>	5	0.07	4	0.05	7	0.08
<b>TOTAL VIOLATIONS</b>	95	1.25	70	0.90	88	0.99

The May 2014 audit numbers show an increase in Fare violations for each operating facility. The Arcadia facility had an overall 27 percent decrease in Customer Relations violations since the last audit, and the Pomona facility had an 11 percent increase in this category. The overall increase in Customer Relations violations for the Pomona facility can be attributed to Scrolling Sign Display malfunctions. This is being addressed by the maintenance and operations teams.

The majority of the May 2014 violations fell within the following categories:

- Failed to Maintain Schedule – 36 incidents
- Scrolling Sign Display Off or Malfunctioning – 28 incidents
- Failure to Check ID for Reduced Fare – 25 incidents

These items are being addressed directly with both contractors' staff.

Results of the Coach Operator Audit provide Foothill Transit with a tool to monitor and evaluate the performance of operators delivering service. In an effort to maintain quality, Foothill Transit's management team reviews the results regularly with the Assistant General Managers and Operations Managers of both operating facilities to receive insight as well as action plans for the areas that need attention.

The administrative team continues to work with both operations contractors to maintain and ensure Foothill Transit's high service standards for safety, courtesy, and on-time performance. The coach operator performance audits will continue to be conducted on a quarterly basis in order to measure and document progress in maintaining and improving performance.





**Budget Impact**

Funding for the coach operator audits is included in Foothill Transit's FY 2014-2015 Business Plan.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tanya M. Pina".

Tanya M. Pina  
Operations Contract Manager

A handwritten signature in blue ink, appearing to read "Doran J. Barnes".

Doran J. Barnes  
Executive Director